

Quick Reference Guide

EPSON ColorPage 8000

About This Guide

This guide provides the information you need to keep your EPSON color printer operating at its best. Use it to:

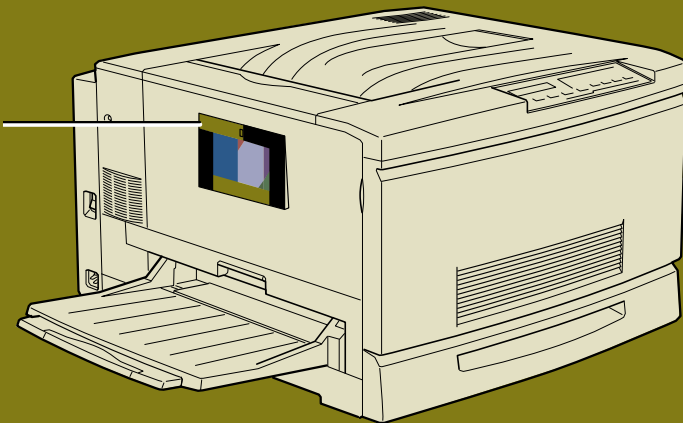
- Replace consumable parts
- Clear jammed paper
- Understand control panel status and error messages

Your printer displays a message on the control panel when a consumable component needs to be replaced or if an error has occurred. See the list of messages at the back of this guide for more information.

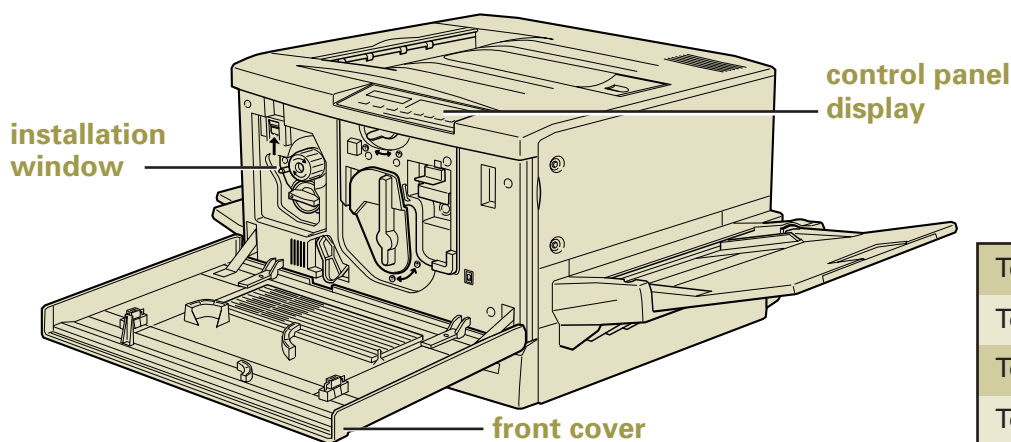


EPSON®

Hang this guide on
the printer using the
hook provided.



Replacing a Toner Cartridge



Toner Cartridge (Cyan)	S050018
Toner Cartridge (Magenta)	S050017
Toner Cartridge (Yellow)	S050016
Toner Cartridge (Black)	S050019

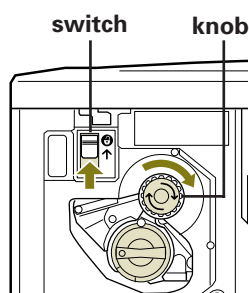
When the printer runs out of toner, the control panel display indicates the color of the toner cartridge that needs to be replaced. Make sure you have the correct replacement cartridge, as shown in the table, and then follow these steps.



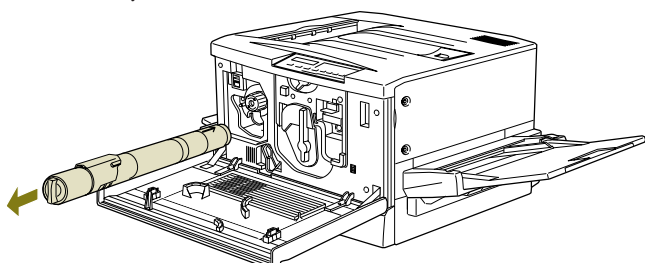
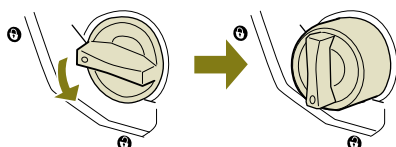
Avoid touching the toner. If toner gets in your eyes, flush them immediately with cold water. If it gets on your skin or clothes, wash it off with soap and cold water. Keep toner cartridges out of the reach of children.

- 1 Open the front cover.
- 2 Check which of the four colors appears in the cartridge installation window. If you see the color that you need to replace, go to step 4. If you see a different color, go to the next step.

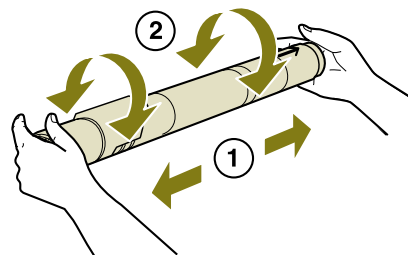
- 3 Push up the switch located above the cartridge, then release it. Turn the knob until it stops. Repeat this step until the cartridge you want to replace appears in the window.



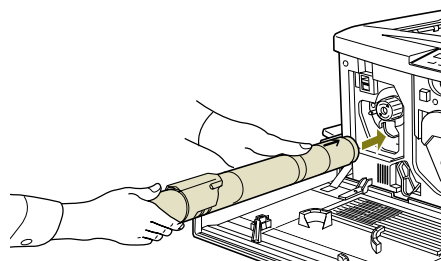
- 4 Turn the cartridge counterclockwise 90 degrees. Then pull it out of the slot and dispose of it carefully.



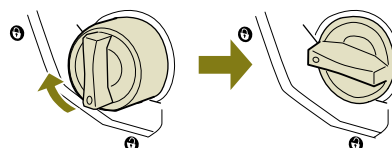
- 5 Take a new cartridge out of its package and gently shake it back and forth and front to back to distribute the toner evenly.



- 6 Hold the cartridge with the arrow facing up and insert it as far as possible into the cartridge slot.



- 7 Turn the cartridge clockwise 90 degrees, pushing it the rest of the way into the slot. Then close the front cover.



Make sure you turn the cartridge all the way, or toner may leak.

Replacing the Photoconductor Unit and Waste Toner Collector

photoconductor unit

front cover

Photoconductor Unit

S051061

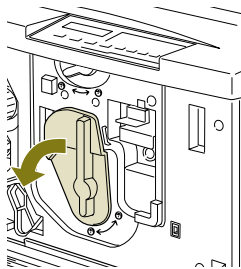
The control panel display lets you know when to replace the photoconductor unit. Since the waste toner collector is part of this unit, it is replaced at the same time. Occasionally, the waste toner collector may need to be replaced separately. See page 3 for instructions.

Caution

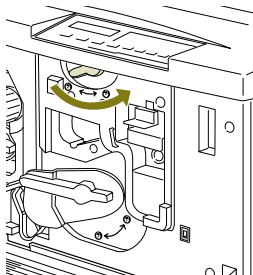
The photoconductor unit requires careful handling. Avoid exposing the unit to room light any longer than necessary. Also, don't touch or scratch the surface of the drum.

- 1 Turn off the printer and open the front cover.

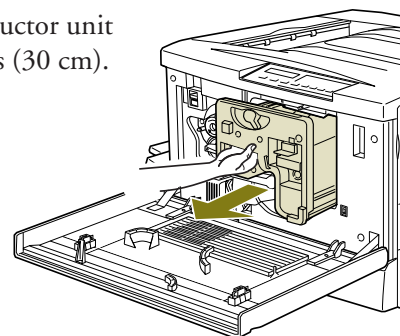
- 2 Turn the large lever counterclockwise 90 degrees.



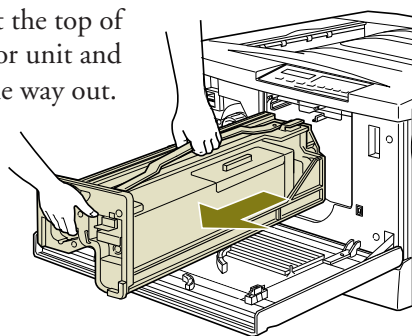
- 3 Turn the small lever on the photoconductor unit to the right.



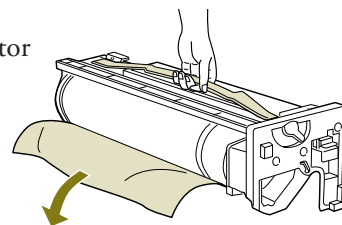
- 4 Pull the photoconductor unit out about 12 inches (30 cm).



- 5 Grab the handle at the top of the photoconductor unit and gently pull it all the way out.



- 6 Take a new photoconductor unit out of its package. Hold the unit by the handle and remove the protective sheet as shown.



Caution

Don't touch or scratch the surface of the drum. Avoid exposing it to room light any longer than necessary.

Continue ►

Replacing the Photoconductor Unit and Waste Toner Collector (Continued)

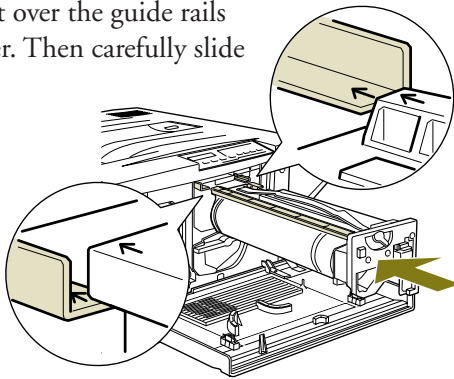
waste toner collector

front cover

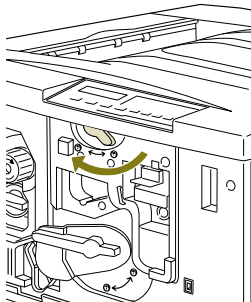
Waste Toner Collector

S050020

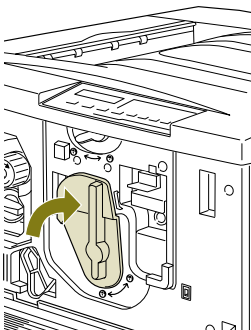
- 7** Position the unit over the guide rails inside the printer. Then carefully slide it all the way in.



- 8** Turn the small lever on the unit to the left.



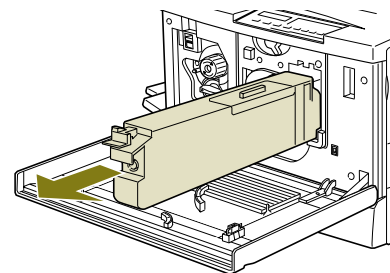
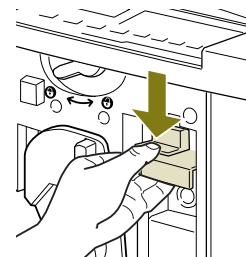
- 9** Turn the large lever clockwise 90 degrees.



Replacing the waste toner collector separately

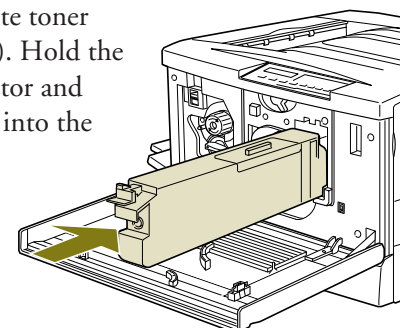
The waste toner collector is replaced each time you replace the photoconductor unit. However, you may need to replace the collector separately, as shown.

- 1** Grab the handle of the waste toner collector and press down on the tab above the handle to release the lock. Then pull out the collector and dispose of it.



- 2** Take out a new waste toner collector (S050020). Hold the handle of the collector and insert it all the way into the slot.

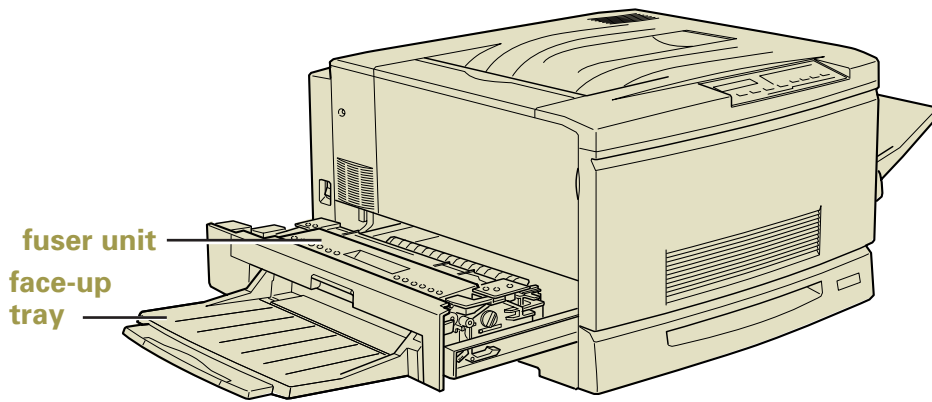
- 3** Close the front cover.



Note

The display message appears for only one consumable part at a time. Check the control panel display for additional replacement messages.

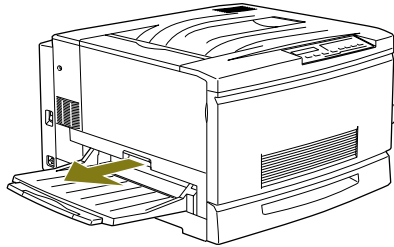
Replacing the Fuser Oil Roll



Fuser Oil Roll

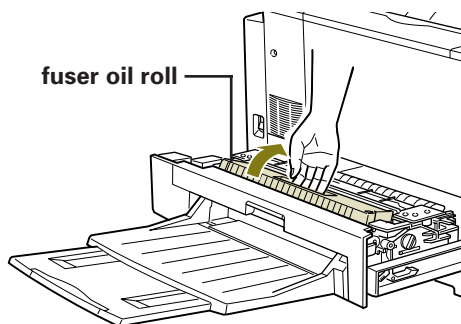
S052002

- 1 Lower the face-up tray, if necessary. Then pull the fuser unit all the way out.



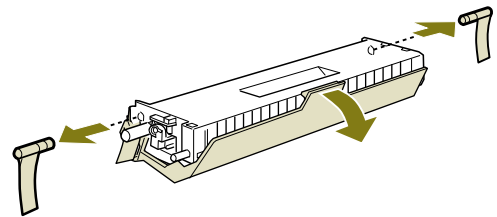
Be careful not to touch the fuser—marked **CAUTION! HIGH TEMPERATURE**—or the adjoining areas. If you've used the printer recently, the fuser and the area around it can be very hot.

- 2 Grab the handle of the fuser oil roll and remove it.

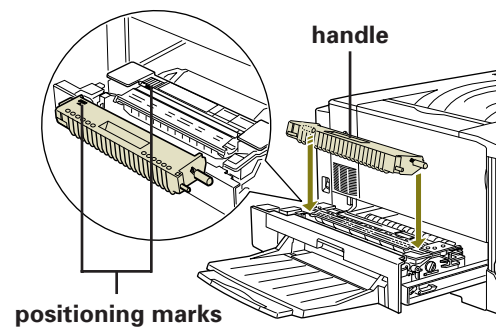


Do not dispose of the used oil roll in fire; it can explode and cause injury.

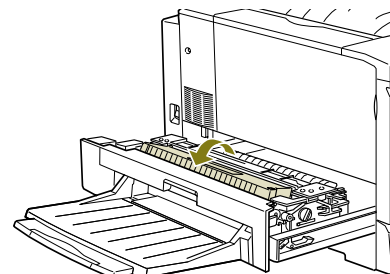
- 3 Take a new fuser oil roll (S052002) out of its box and remove the cover and shipping pins, as shown.



- 4 Hold the roll handle and insert it into the fuser unit, matching the green marks on the roll and unit.

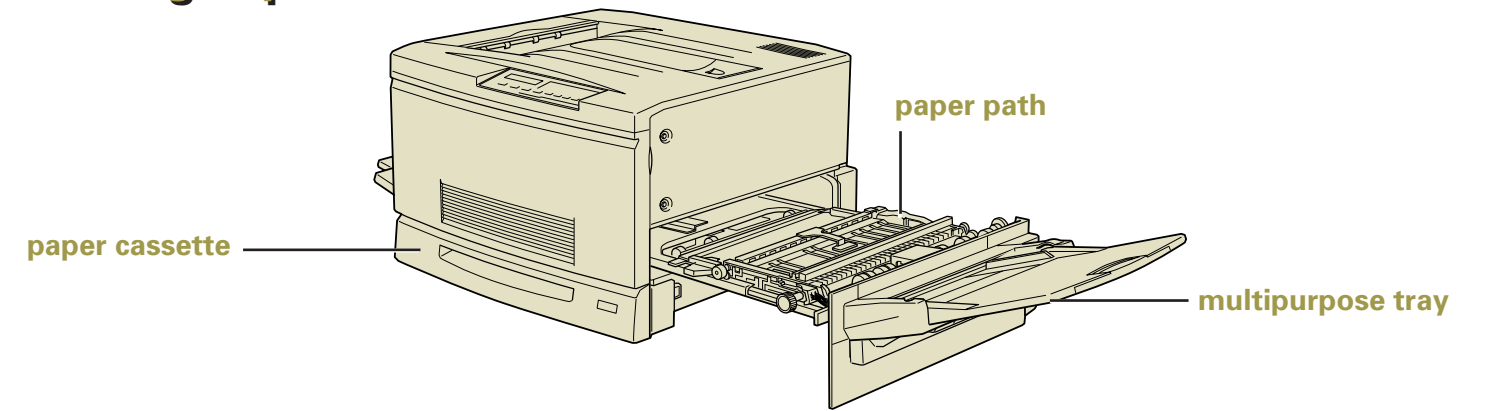


- 5 Push the roll down firmly until it clicks into place.



- 6 Slide the fuser unit back into the printer.

Clearing Paper Jams



When a paper jam occurs, the printer stops and displays a message on the control panel. The table below lists the error messages and tells you where to check for jammed paper:

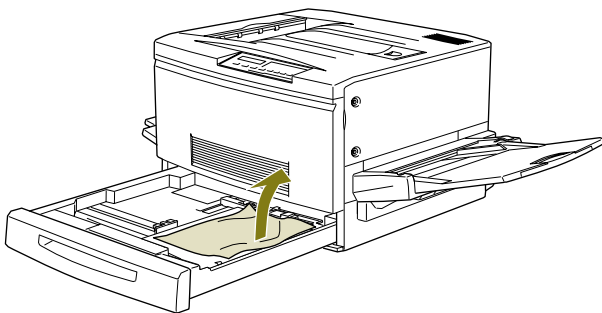
Message	Description	Action
Feed Jam	Paper is jammed in one of the feed areas.	Check the following areas and clear jammed paper if necessary: standard cassette, multipurpose tray, paper path, large capacity paper unit.
Paper Jam	Paper is jammed at the fuser unit.	Clear the fuser unit.
Exiting Paper Jam	Paper is jammed in the output area.	Clear the output path cover.
Check OHP Sheet	Transparencies are loaded incorrectly, or do not meet printer specifications.	Clear the multipurpose tray or paper path.

If you need to clear a paper jam, follow these guidelines:

- Don't remove jammed paper by force. Torn paper can be difficult to remove and might cause other paper jams. Pull it gently to avoid tearing.
- If jammed paper is torn and remains in the printer, or if paper is jammed in an area not mentioned below, see "Where to Get Help" in your *Printer Guide*.

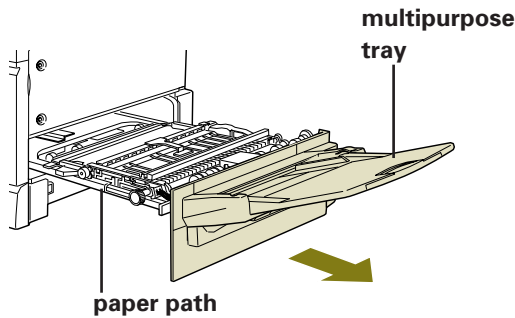
Clearing the paper cassette and paper path

- 1 Pull the paper cassette out slowly until it stops. Remove any jammed paper.

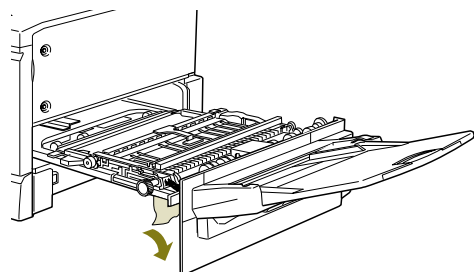


- 2 Replace the paper in the cassette and close it.

- 3 If paper is still jammed in the printer, pull the multipurpose tray out slowly until it stops. Be careful not to tear any jammed paper.

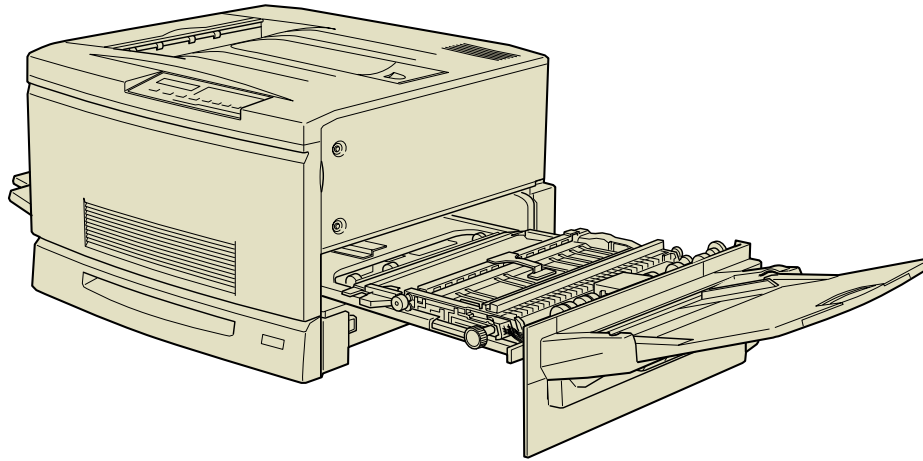


- 4 Pull out the jammed paper from the bottom of the paper path. Then push in the tray firmly.



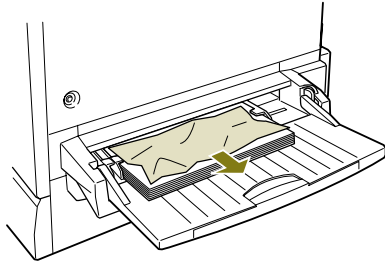
Continue ►

Clearing Paper Jams (Continued)

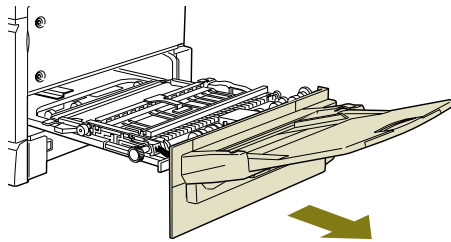


Clearing the multipurpose tray and paper path

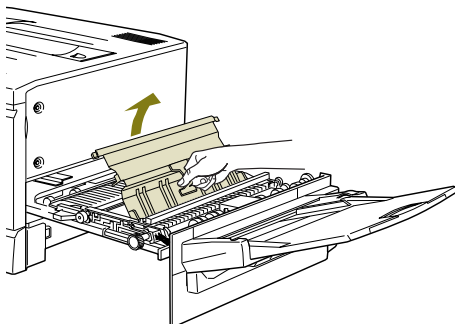
- 1** If you see paper jammed in the multipurpose tray, pull the paper out gently.



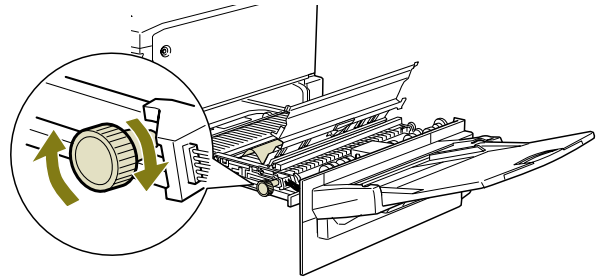
- 2** If paper is jammed inside the printer, pull out the multipurpose tray until it stops.



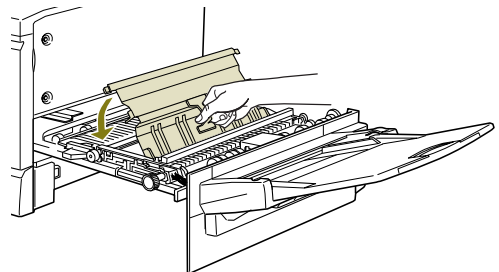
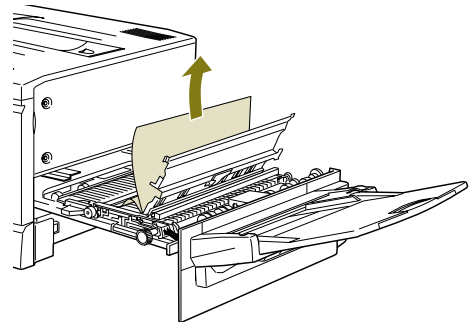
- 3** Raise the paper path cover.



- 4** Turn the knob clockwise. The jammed paper should come out.



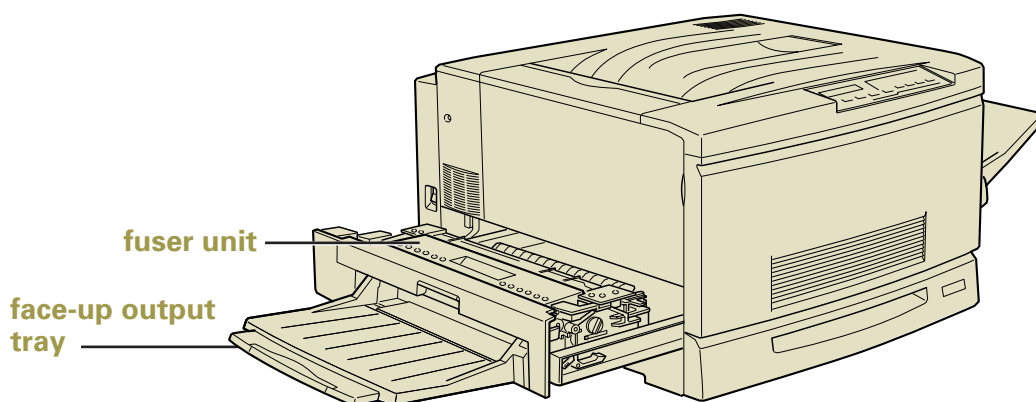
- 5** After the jammed paper is ejected halfway, pull the paper up and out. Then close the cover.



- 6** Push in the multipurpose tray firmly.

Continue ►

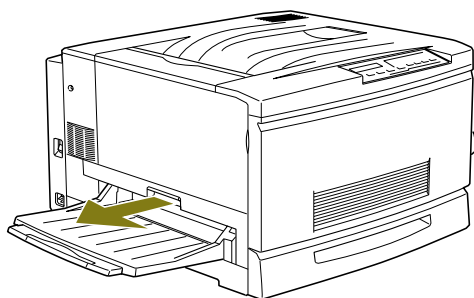
Clearing Paper Jams (Continued)



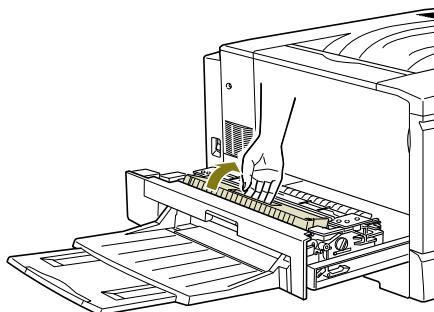
Clearing the fuser unit

If you see paper jammed in the path to the face-up output tray, don't try to pull it out of the tray. You'll need to clear it from the fuser unit instead:

- 1 Pull the fuser unit out gently until it stops.

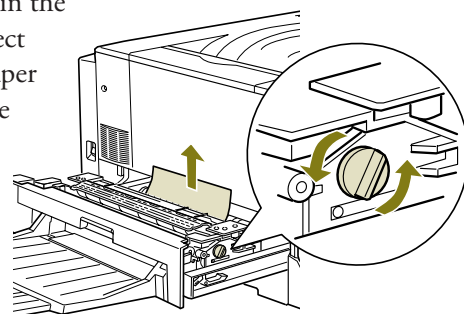


- 2 Grab the handle of the fuser oil roll and remove it.

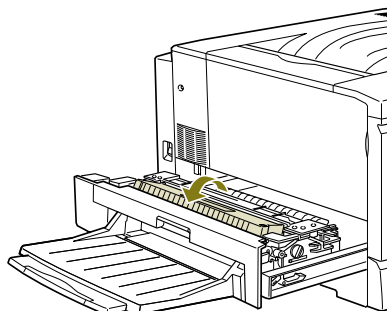


Do not touch the fuser; it may be very hot. Replace the fuser oil roll as soon as you clear the jammed paper. To avoid oil leakage, make sure you keep the roll horizontal and do not let it touch anything.

- 3 Turn the knob in the fuser unit to eject any jammed paper and pull out the paper.



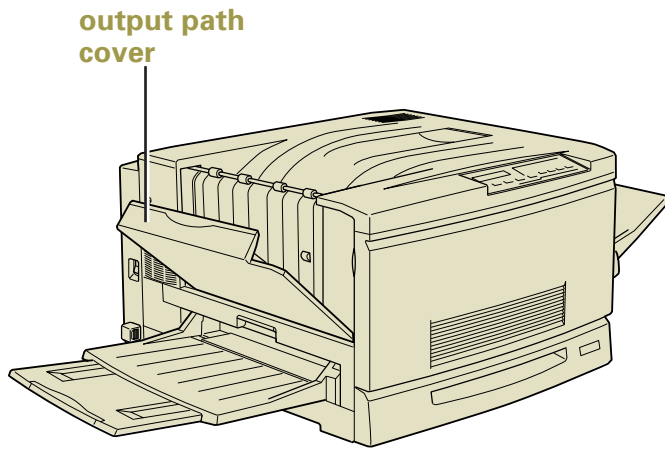
- 4 Reattach the fuser oil roll.



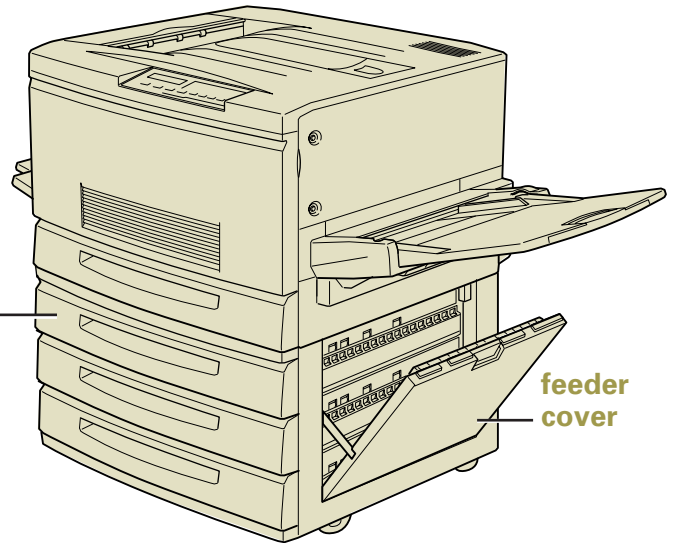
- 5 Push in the fuser unit firmly.

Continue ►

Clearing Paper Jams (Continued)



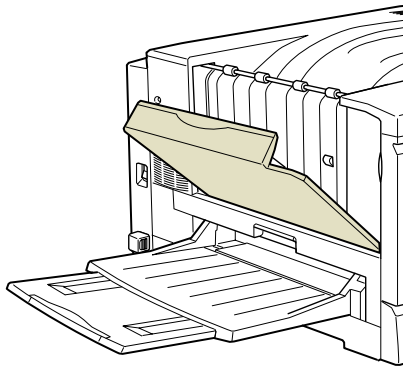
large capacity cassette



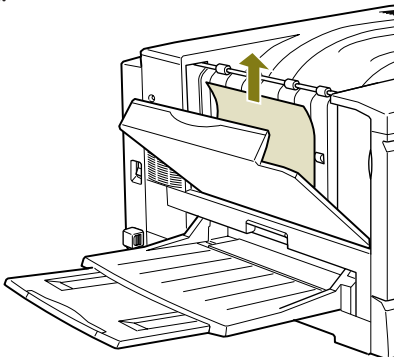
Clearing the output path cover

When you see the **Exiting Paper Jam** message, follow these steps to clear paper from the output path cover:

- 1 Open the output path cover on the left side of the printer.



- 2 Carefully lift or pull the jammed paper out of the printer.

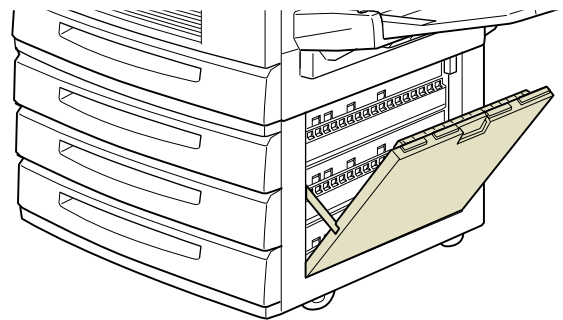


- 3 Close the output path cover.

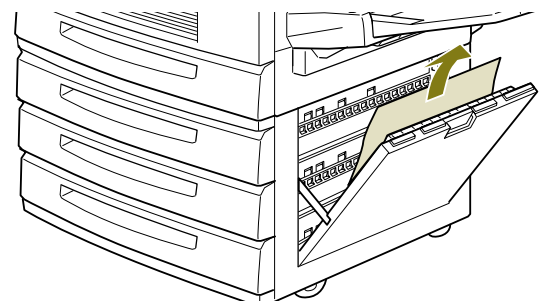
Clearing the large capacity paper unit

If you've checked the paper cassettes and you still see a **Feed Jam** message, follow these steps to clear paper from the large capacity paper unit:

- 1 Open the feeder cover on the right side of the paper unit.



- 2 Pull the jammed paper out gently.



- 3 Close the feeder cover.

Control Panel Messages

For a complete list of status messages, see your *Printer Guide*.

Status message list

Messages	Description
Form Feed	The printer is feeding paper.
Ready	The printer is ready to print.
Reset	The printer's current interface has been reset and the buffer is cleared.
Reset All	All printer settings have been reset to the user default configuration, the last settings that were saved.
Reset to Save	You should reset the printer to save the current settings.
Self Test	The printer is running a self-diagnostic program.
Standby Level X (X = 1 or 2)	The printer is turned on, but is in energy-saving mode.
Warming Up	The printer is warming up.

For a complete list of error messages, see your *Printer Guide*.

Error message list

Messages	Description	Action
Check Paper Size	The paper size setting is different from the size loaded in the printer.	Make sure the correct size of paper is loaded in the tray; then press the Continue button.
Irregular Density	The document density is too great. The printer stops loading paper.	Clear any jammed paper from the multipurpose tray paper path.
Image Optimum	There printer doesn't have enough memory to print the page at the specified resolution. The printer automatically reduces the print quality so it can continue.	If the printout is not acceptable, try limiting the number or size of graphics on the page. Turn off the Image Optimum setting in the SelecType Config menu.
Maintenance Req <error number>	An internal printer part needs to be replaced.	Press the Continue button to print. Make sure you note the error number and contact your dealer.

Continue ►

Error message list (continued)

Messages	Description	Action
Mem Overflow	The printer doesn't have enough memory available for the current print job.	Press the Continue button on the control panel. If the message remains, reset the printer by holding down the Alt and Reset buttons. If the same message appears when you try printing again, you may need to reduce the number or size of graphics or fonts, lower the resolution, or add memory to your printer.
Replace Oil Roll	The fuser oil roll is empty.	Replace the fuser oil roll (see page 4).
Replace Photoconductr	The photoconductor unit has reached the end of its service life.	Replace the photoconductor unit (see page 2).
Replace Waste T Box	The waste toner collector is full.	Replace the waste toner collector (see page 3).

Error message list (continued)

Messages	Description	Action
<CMYK> Toner Out	The indicated toner cartridge is empty.	Replace the indicated toner cartridge (see page 1).
Service req e <error number>	A controller error or a print engine error has been detected.	Write down the error number and turn off the printer. Wait at least 10 seconds and then turn it back on. If this error still appears, turn off the printer, unplug the power cord, and contact your dealer.

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12/98